

UNDERSTANDING HELP IN THE COMMUNITY

Community Care

The idea behind community care is to give you the support that you need to continue to live in your own home. Family and friends who help to care for you (carers) can also receive support.

There are various agencies involved in providing community care including: your local social work (or social care / social services) department, the NHS, private and voluntary organisations and your local council's housing and education departments. All these professionals are there to advise you on what services are available and to help you adapt your home / lifestyle if necessary.

Local services may vary depending on where you live in Scotland. There may also be a charge for some services, depending on your circumstances.

Help provided by your local social work department

Each local council has a social work department (sometimes called social care or social services) which has a major responsibility for organising / coordinating community care services. These services help people live as independently as possible at home and can include:

- help and advice about personal care e.g. dressing, washing
- help with the housework
- help with the shopping
- help with meals
- lunch clubs
- day care
- sitter services / care attendants
- respite care to give your carers a break
- advice about equipment and housing adaptations
- advice about transport
- advice about finding alternative housing options e.g. supported accommodation and care homes



HEAD OFFICE

Rosebery House, 9 Haymarket Terrace, Edinburgh EH12 5EZ
 Tel: 0131 225 6963 Fax: 0131 220 6313 Advice Line: 0845 077 6000
 E-mail: admin@chss.org.uk Website: www.chss.org.uk

Scottish Charity No. SC018761

Help provided by your GP's surgery

Your GP's surgery will have a team of nurses (including a Practice Nurse, Health Visitor, District Nurse and Health Care Assistant) who can also help. You can make an appointment with the Practice Nurse yourself, but you will need to ask your GP to refer you to the district nursing or health visiting services.

Mobile services

There are many additional services that can be provided in your own home – look for them in the Yellow Pages or try NHS inform: 0800 224488. For example:

- home dentist visits
- home eye examinations
- mobile hairdressers
- mobile chiropodists

Other services in the community

- Many chemists provide a repeat prescription and pick-up service – ask at your GP's surgery or chemist.
- There are organisations and companies that specialise in providing special equipment for the home and / or mobility aids. See 'Useful contacts' section or try the Yellow Pages.
- Private care agencies can provide help at home and nursing care.
- Look for local support groups and activities.

Alarm systems

You can get advice about various alarm systems from your District Nurse, social work department, housing authority or from private companies depending on what kind of alarm you need.

Taking a break – for carers

- Carers' organisations can provide advice, information and support.
- Local organisations can provide sitting and / or respite services.
- Befriending Network Scotland can match up a befriender.
- Shared Care can help provide respite care.

See 'Useful contacts' section for full details.

How do I get help from the social work department?

At home

Your local social work department can arrange for you to have a community care assessment. This is to find out what your needs are and helps the department decide whether you are eligible for care / support.

A social worker, occupational therapist or community care assistant usually arranges to meet with you – most likely in your own home. You, and you carers, may want to think about what your needs are before this assessment takes place.

In hospital

If you have a partner / relative in hospital and they are going to need some help at home you should ask to see the hospital social worker before they are discharged from hospital. Any services that they may require can then be organised before going home.

Carer's assessment

If you are a carer then you are entitled to an assessment too. This means that you can have your needs assessed in relation to the person you are caring for – even if you don't live with him / her.

The assessment is to work out with you:

- How much care you are providing and whether you can continue to do so.
- What support you need in order to continue caring and stay healthy.

Your assessment helps your local council decide whether you are eligible for support with your caring role.

Are you getting all the benefits you are entitled to?

It is important that you receive all the benefits that you are entitled to. It can be helpful to speak to your social worker, or a welfare rights officer, at your local social work centre. You can also get information from the Benefits Enquiry Line as well as a Citizen's Advice Bureau, local carers centre or money advice centre (see 'Useful contacts' section for details).



The 'directgov' website has lots of useful information about financial support and benefits including an online benefits advisor calculator.

Benefits you, or someone who cares for you, may be entitled to include:

- Disability Living Allowance (DLA) if under 65
- Attendance Allowance (AA) if over 65
- Employment and Support Allowance
- Direct Payments: for care and services
- Carer's Allowance
- Tax Credits
- Pension Credit
- Housing Benefit
- Council Tax Benefit

Some benefits are 'means tested' i.e. your eligibility will depend on what income and savings you and your spouse / partner have.

USEFUL CONTACTS

Chest Heart & Stroke Scotland

Rosebery House

9 Haymarket Terrace

Edinburgh EH12 5EZ

Telephone: 0131 225 6963

Fax: 0131 220 6313

Email: adviceline@chss.org.uk

Website: www.chss.org.uk

Advice Line: 0845 077 6000 (Monday – Friday, 9.30am - 4pm)

Chest Heart & Stroke Scotland provides community support services, information and advice, and personal support grants.

BENEFITS

Benefits Enquiry Line

Telephone: 0800 88 22 00

Textphone: 0800 24 33 55

Offers confidential advice and information for people with disabilities about social security benefits and how to claim them as well as help with filling out relevant forms.

Directgov

www.direct.gov.uk

UK government website which provides a single point of access to information and practical advice about public services. It has information about financial benefits as well as information for disabled people and carers.

(NB Some policies / services may be different in Scotland.)

Disability Living Allowance and Attendance Allowance Helpline

Telephone: 08457 12 34 56

FACTSHEET

FACTSHEET

FACTSHEET

CARERS

Befriending Network Scotland

45 Queensferry Street Lane, Edinburgh EH2 4PF

Telephone: 0131 225 6156 | Fax: 0131 225 6290

Email: info@befriending.co.uk | Website: www.befriending.co.uk

People who become isolated because of ill health, disability or social disadvantage often benefit from befriending services. Befriending Network Scotland has a directory of befriending projects throughout Scotland.

Carers Scotland

The Cottage, 21 Pearce Street, Glasgow G51 3UT

Telephone: 0141 445 3070 | Advice Line: 0808 808 7777

(Wednesdays and Thursdays only, 10am – 12pm and 2 – 4pm)

Email: info@carersuk.org.uk | Website: www.carerscotland.org

Carers Scotland offers information to carers throughout Scotland as well as details of local support. It is the only Scottish carer-led organisation working for all carers. Carers Scotland campaigns for a better understanding of the issues affecting and services needed for carers.

Crossroads Caring Scotland

24 George Square, Glasgow G2 1EG

Telephone: 0141 226 3793 | Website: www.crossroads-scotland.co.uk

A national charity dedicated to the provision of short breaks for carers within their own homes.

The Princess Royal Trust for Carers

Charles Oakley House, 125 West Regent Street, Glasgow G2 2SD

Telephone: 0141 221 5066 | Fax: 0141 221 4623

Website: www.carers.org | Email: infoscotland@carers.org

The Princess Royal Trust for Carers provides comprehensive carers' support services throughout the UK including independently run carers' centres.

Shared Care Scotland

Unit 7, Dunfermline Business Centre, Izatt Avenue, Dunfermline, Fife KY11 3BZ

Telephone: 01383 622462 | Fax: 01383 622813

Email: office@sharedcarescotland.com | Website: www.sharedcarescotland.com

Shared Care has a database of respite services throughout Scotland. They also have information about holiday provision, befriending schemes and sitting services.

GENERAL INFORMATION

Age Concern and Help the Aged in Scotland

Causewayside House, 160 Causewayside, Edinburgh EH9 1PR

Telephone: 0845 833 0200 | Fax: 0845 833 0759

Textphone: 0845 226 5851

The Scottish Helpline for Older People: 0845 125 9732

Website: www.ageconcernandhelptheagedscotland.org.uk

Provide information and advice on a range of topics for older people.

AskSARA

Website: www.asksara.org.uk

Website from Disabled Living Foundation which helps you find useful advice and products that make daily living easier.

Assist UK

Redbank House, 4 St Chads Street, Cheetham, Manchester M8 8QA

Telephone: 0870 770 2866 | Minicom: 0870 770 5813

Fax: 0870 770 2867 | Email: general.info@assist-uk.org

Website: www.assist-uk.org

Assist UK is a UK wide network of disabled living centres that introduce people to products and solutions which make life easier and safer creating greater choice and control.

Care Information Scotland

Helpline Number: 08456 001 001

(Mon to Fri: 10am to 8pm, Saturday: 10am to 4pm)

Website: www.careinfoscotland.co.uk

Care Information Scotland is a telephone and website service providing information about care services for older people living in Scotland.

Care and Repair Scotland

Suite 2.5, 135 Buchanan Street, Glasgow, G1 2JA

Telephone: 0141 221 9879

Website: www.careandrepairsotland.co.uk

Care and Repair services operate throughout Scotland to offer independent advice and assistance to help homeowners repair, improve or adapt their homes so that they can live in comfort and safety in their own community.

Citizens Advice Scotland

www.cas.org.uk

Website provides contact details for your local Citizens Advice Bureau.

Adviceguide Scotland

www.adviceguide.org.uk/scotland

Online help and advice from the Citizens Advice.

Disabled Living Foundation (DLF)

380-384 Harrow Road, London W9 2HU

Helpline: 0845 130 9177 (Monday – Friday, 10am – 4pm)

Email: info@dlf.org.uk | Website: www.dlf.org.uk

The DLF provides impartial advice, information and training on daily living aids.

NHS 24

Telephone: 08454 24 24 24

If your GP surgery is closed and you are too ill to wait until it re-opens, phone NHS 24.

NHS inform

Telephone: 0800 22 44 88 | Website: www.nhsinform.co.uk

A national health information service for Scotland. Provides a coordinated approach and a single source of quality assured health information for the public in Scotland.

RADAR

The Royal Association for Disability and Rehabilitation

12 City Forum, 250 City Road, London EC1V 8AF

Telephone: 020 7250 3222 | Fax: 020 7250 0212

Minicom: 020 7252 4119

Email: radar@radar.org.uk | Website: www.radar.org.uk

RADAR is a disability network that campaigns for better lifestyles for disabled people and their families. They provide many services including information on holidays and accommodation, civil rights and social services.

Steps for Stress

www.stepsforstress.org

A website from the Scottish Government which covers practical ways for you to deal with stress.

If you would like to speak to one of our nurses in confidence,
please call the Chest Heart & Stroke Scotland Advice Line

Monday - Friday 9.30am - 4.00pm

0845 077 6000